



FIELD NATION

WORLDLINK  
INTEGRATION GROUP

## About Worldlink Integration Group

Worldlink Integration Group is a national provider of technology deployment services, with offices located across the United States. The company specializes in technology deployment solutions in the retail, education, restaurant, healthcare and financial services sectors. Worldlink is dedicated to providing clients with exceptional service, quality and value while offering a full breadth of professional services, including: project management, procurement, product integration, logistics management, equipment installation, and maintenance services.

### Headquarters:

Lake Forest, California

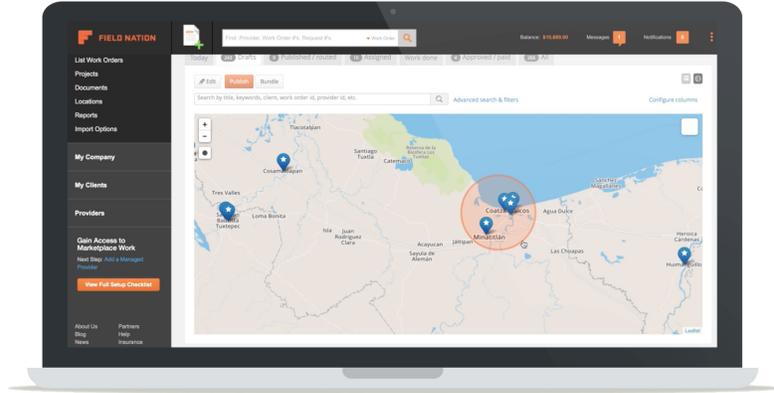
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# Customer Case Study: Worldlink Integration Group & Field Nation Complete



## Summary

**Challenge:** Disjointed Systems, Teams & Processes

**Strategy:** Field Nation Complete

**Impact:** Revenue Boost, Service Acceleration, Operational Scalability

## Challenge

WorldLink Integration Group works with teams of vendors for new construction, remodels, upgrades, projects and ongoing service and maintenance. New store technology builds are managed and executed by a team of contractors, material vendors, equipment vendors, installation technicians, all spearheaded by Worldlink's own project management team.

Worldlink had been utilizing QuickBooks to collect and access vendor contact and work information, which required spending copious amounts of time on the manual intervention of multiple, disjointed systems. This did not support Worldlink's vision of rapidly expanding and scaling operations across geographies. Their work cycle was managed through purchase orders in QuickBooks Accounting; project schedules and coordination were maintained in Excel spreadsheets and Google Docs; site deliverables were received via email and stored in file folders on personal computers; and on multiple occasions a full-time employee had to be assigned the task of segregating deliverables based on clients and projects. With every in-house dispatcher managing hundreds of locations per month using disjointed systems, operations became inefficient and time-consuming.

## Strategy

Worldlink has been an early adopter of Field Nation, having used the platform to engage contract field technicians. Initially, the company utilized the project and workforce management software to augment direct field partners with skilled contingent labor to fulfill nationwide projects. The introduction of Field Nation Complete allowed Worldlink to add their vendors and manage their blended workforce in a single administrative platform.

Field Nation Complete also enabled Worldlink to extend platform access to their non-labor vendors for materials, equipment, hardware, and shipping to ensure consistency and coherence amongst their disparate teams. Field Nation Complete serves as a single point of access for all members in the deployment team, which ensures that all information — documents, communication, deliverables, etc. — relating to a project was stored in a common repository. The cloud-based solution also helped in version control.



*“When we started, it was just an augmentation to our existing partners and process; however, as we started trusting the platform, we included our vendors and now we are working in the platform for the majority of our time,” says Terry Sisco, Supply Chain Manager at Worldlink Integration Group.*

### Business Impact:

Field Nation Complete provides Worldlink with the visibility, accountability and control needed to manage daily jobs and scale operations. Key benefits include:

#### Increased Visibility

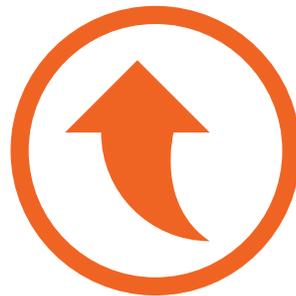
Incorporating all financial information as it relates to purchases, contingent labor, vendors, and shipping for projects in an integrated view has helped Worldlink analyze project costs in a holistic manner and effectively manage inventory. The client portal also offers visibility to their end-clients with regards to progress and timelines in real-time.

#### Increased Productivity

Field Nation Complete offers Worldlink the opportunity to compare utilization rates and costs associated with their different teams, which helps solve scenarios like: Is it more efficient to employ a vendor or freelancer for a job in a remote location versus a direct partner? For Worldlink, the ease of approving deliverables directly from the platform and viewing/managing the flow of work across vendors has reduced the time taken for a job or approving deliverables from up to 30–45 days to 7–14 days.

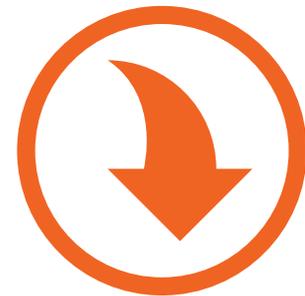
#### Increase Revenue Capture

Worldlink’s revenue for completed projects through the Field Nation platform has increased 34% year over year with minimal addition in manpower. Additionally, a large portion of this revenue was influenced by a 14% increase in activity from Worldlink’s top clients.



**34%**

**Increase in Revenue  
in 2015 vs. 2014**



**45 days to 7 days**

**Reduction in Turn  
Around Time**

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